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## 1.0 GENERAL

### 1.1 SUMMARY

The Office of Technology Services (OTech) provides hosted virtual applications with a secure private cloud computing environment for State and local government entities. The Server Based Computing Service (SBCS) provides self-service access to Microsoft Windows applications on-demand. The SBCS is centrally managed within the data center and is delivered to users anywhere on any device. This document provides guidance of SBCS offerings within Application Hosting at OTech.

This technical offering includes Bundled application procurement with software assurance, installation, maintenance, security, administration, and subscription management. OTech staff performs these tasks according to standard procedures and configurations.

OTech also provides SBCS Migration Planning Services as requested for an additional fee. Migration Planning includes tasks including, but not limited to:

1. Site Discovery
  - a. Detailed discovery documentation
2. Readiness Assessment
3. Migration Planning
  - a. Access, Applications, Data, Customer service validation / acceptance support

### 1.2 REFERENCES

Items referenced here are supporting documentation for information in this document.

	IDENTIFIER	DATE	TITLE
	Web Site		<a href="#">SBCS FAQs</a>
	Web Site	2013	<a href="#">Server Based Computing Service Submittal</a>
	4000	2011	<a href="#">Software Version Support Policy</a>
	4000	2011	<a href="#">Software Version Support Procedure</a>
	Web Site	NA	<a href="#">Contact Information</a>
	Web Site	NA	<a href="#">SBCS Service Request Enrollment Process</a>
	Web Site	2011	<a href="#">OTech Rates Schedule</a>

### 1.3 SUBMITTALS

#### 1.3.1 General

OTech staff is available to advise and assist customers in formulating IT designs that will leverage available service offerings. Contact your Account Manager to engage

architectural, engineering and design consulting services. Charges may be incurred for certain consulting services.

Include the Customer's name, contact information and associated project name on forms, documents, and requests submitted to OTech.

### 1.3.2 Service Request

For SBCS subscription services, a completed Server Based Computing Service Submittal is required prior to the start of work. To aid in the preparation of providing this technology, all information must be included in the Service Request.

OTech requires the following method be used for work requests:

Item	Request Method
Quotes & Billable Service (new or changes to existing services)	<a href="#">Customer Service System (CSS) Service Request (SR)</a>
Modifications to Existing Systems	<a href="#">Service Desk</a> or <a href="#">Remedy Service Request</a>
Technical Problems	<a href="#">Service Desk</a> or <a href="#">Remedy Incident</a>
Security Related Issues/Incidents	<a href="#">Service Desk</a>

## 1.4 EXPECTATIONS

### 1.4.1 Office of Technology Services

OTech procures and manages the contract and licensing for operating system, Citrix, anti-virus, Microsoft software bundles, Adobe Acrobat Professional and HOD 3270 emulator software.

OTech will document end-of-support information to Customers in E-News and service desk bulletin notifications. In addition, a SBCS representative will contact Customers directly regarding upgrades. Technology products must be within vendor supported versions to sustain availability and integrity.

OTech follows change management practices. Change requests are recorded in the [Remedy Service Request](#) system as a Change Request (CRQ). Contact your OTech Account Manager for current change procedures.

### 1.4.2 Customer

Customers are expected to maintain their COTS / MOTS licensing and understand product lifecycles. Customers should collaborate with OTech on upgrades, testing, and verification of their COTS / MOTS applications before the end-of-support date. Failure to migrate off of unsupported versions may incur additional charges should OTech staff time be resourced to resolve outdated software complications. Refer to the [Procedure 4000 – Software Version Support](#) for details.

Customers will determine and submit software (e.g., Office) needs when requesting services.

Customers are expected to assist with the identification and resolution of COTS / MOTS specific related problems within their virtualized environment. Customers may identify and report system level problems to OTech.

## **1.5 SCHEDULING**

OTech's goal is to provide timely, comprehensive and economical technology service. Customers promote this goal by promptly providing information requested and by keeping the OTech Account Manager / Project Manager informed of technology project status.

### **1.5.1 Backups**

OTech performs incremental backups three (3) times daily and one (1) weekly full backup.

### **1.5.2 Maintenance**

SBCS maintenance period is scheduled Saturdays from 600 to 1000 hours.

### **1.5.3 Change Management**

SBCS change proposal / requests follow the established OTech Change Management process. Work performed during scheduled maintenance periods is subject to the OTech Change Management Schedule. Changes require 2-week prior notification. Shorter periods may not always be expedited. Additional charges may be incurred for expedited change requests.

### **1.5.4 Hardware**

SBCS environments are fully redundant and adhere to the standard OTech hardware refresh procedures.

## **1.6 DEFINITIONS**

<b>Term, phrase, abbreviation</b>	<b>Definition</b>
COTS	Commercial Off-The Shelf
DMZ	Demilitarized Zone
GB	Gigabyte
HOD	Host On-Demand
MOTS	Modified Off-The-Shelf
OTP	One-Time Password

California Department of Technology, Office of Technology Services  
SERVER BASED COMPUTING SERVICE GUIDELINE

Issued: 08.21.2013

Tech.Ref No.04.14.874

SSL	Secure Sockets Layer
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## 2.0 PRODUCTS

### 2.1 **BASE APPLICATION BUNDLE**

- Anti-Virus
- Secure Tokens
- HOD 3270 emulator
- Adobe Reader
- Hyperlinks

#### 2.1.1 **Additional Required Components**

- Secure token(s) for two-factor authentication
- Storage (per GB) as needed with the exception of Base Application Bundle only Customers

### 2.2 **BASE + MICROSOFT PRODUCTIVITY BUNDLE**

- Microsoft Office Professional versions 2013, 2010, 2007, and 2003
- Access
- Excel
- Outlook
- Power Point
- Publisher
- Word

### 2.3 **OPTIONAL COMPONENTS**

- Microsoft Visio Standard
- Microsoft Project Standard
- Adobe Acrobat Professional

### 2.4 **SERVICE CONFIGURATION**

Customer COTS / MOTS applications determine the SBCS environment configuration. OTech staff will determine the appropriate environment best suited to contain the Customer COTS / MOTS application needs. This determination is made upon consultation with OTech staff.

### 2.5 **UNIT PRICE**

A one-time activation fee is incurred for each secure token requested. Migration Services are a one-time fee incurred based on the number of hours resourced to a Customer's migration project. Refer to the [OTech Rates Schedule](#) for further details. For specific costing and configurations for the server(s) and environment(s), contact your OTech Account Manager.

## **3.0 EXECUTION**

### **3.1 SECURITY**

SBCS connections are encrypted twofold and compressed. The first encryption layer is a 128-bit SSL digital certificate. The second layer is a Citrix provided encryption and compression algorithm. Access security enhances complex username and passwords via Secure Tokens (OTP).

Secure tokens can be hardware (hard token), software (per device), or Smart Phone (app) enabled.

### **3.2 SUPPORT AVAILABILITY**

Core business hours for SBCS technical support are Monday through Friday 0800-1700. State holidays and mandated schedule alterations are observed and may impact staff availability. After hours support may be available upon request and in part depends upon the severity of the issue being reported.

### **3.3 QUALITY ASSURANCE**

#### **3.3.1 Office of Technology Responsibilities**

1. Review and approval of submitted information prior to beginning work.
2. Notify Customer of submittal flaws or concerns, if any.
3. Assist Customer in specifying design in accordance with information provided in 1.3 - SUBMITTALS.
4. Product installation, upgrades, patching and standard configuration.
5. Certify Customer COTS / MOTS applications into the SBCS environment

#### **3.3.2 Customer Responsibilities**

1. Complete and provide 1.3 - SUBMITTALS.
2. Design, develop, configure, deploy, test, operate and maintain COTS / MOTS application(s).

### **3.4 INSTALLATION**

Servers will be installed in accordance with OTech standards and applicable Customer submittals.

1. Install and configure Citrix environment(s) in accordance with manufacturer's installation procedures.
2. Responsibilities listed below may vary for OTech and/or Customers depending on individual project requirements.

### **3.4.1 Office of Technology Services Responsibilities**

1. Review submitted information for completeness.
2. Review and recommend optional configurations that may better meet capacity and performance requirements in accordance with the 1.3 – SUBMITTALS.
3. Create and provide onboarding project plan to customer.
4. Communicate activation status to Customer.
5. Installation and configuration of Citrix environments and environment components.
6. Administration of the operating system, servicing applications and approved system-level related changes.
7. Maintenance of operating system software, configuration, data and log files.
8. Alert Customer of environment faults or errors when appropriate.
9. Retain environment root authority.
10. Perform scheduled service upgrades and patching.
11. Troubleshoot service components and report status to Customer.
12. Perform scheduled hardware and software refreshes.
13. Manage and perform server hardware maintenance.
14. Engage manufacturer services as necessary for problem resolution.
15. Secure operating system in accordance with OTech standards. Reduce vulnerability by implementing only necessary components. Apply operating system-level patches and security patches. Only approved application ports are opened.

### **3.4.2 Customer Responsibilities**

1. Submit completed 1.3 – SUBMITTALS.
2. COTS / MOTS application design, development, testing, and migration adhering to supported software versions.
3. Design and implementation shall avoid system use of or dependence upon OS System Administrator privileges. Submittals indicate file system constraints and privilege / permission requirements.
4. Review, discuss if needed, and approve the onboarding project plan provided by OTech staff.
5. Provide application and supporting software, if applicable.
6. Maintain application software, components and accessories.
7. Notify OTech of any server/account changes.
8. Design, develop, test, operate and maintain application required system-level scripts (e.g., code deploys, rotation logs, start, stop).
9. Control over the deployed applications and the means of orderly start up and shut down including installation of scripts. Identify these scripts in 1.3 – SUBMITTALS.
10. Installation and periodic upgrade of Third Party Software in support of the application.
11. Document application architecture and keep it current.



12. Respond to threshold limit notifications provided by OTech staff with mitigating action.
13. Maintain application statistics.
14. Test new maintenance and software releases at application and user levels.
15. Maintain application development tools running on attached client(s).
16. Determine when an application/file restore is needed. See section 1.5 – SCHEDULING.
17. Provide account access requirements and information for remote management of server resources and data.
18. Monitoring, troubleshooting and reporting status of application operation and execution where Server operation may be affected.
19. Manage and control files related to application execution and employ measures to control impact of extraneous files.
20. Notify OTech of application revisions for proper record keeping.
21. Test new and maintenance application software releases.
22. Test system software upgrade and patching. Notify OTech of adverse test results.